



EEOICPA BULLETIN No. 2004.02
Office of Worker Advocacy Procedure Manual
Energy Employees Occupational Illness Compensation Program Act

Effective Date: March 2, 2004

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Subject: Case Initiation Process

Applicable OWA Procedure: Part 5, Case Management; Item 3a

This Bulletin will remain in effect until incorporated into the OWA Procedure Manual.

Description of Change:

This Bulletin clarifies the process for assignment and distribution of cases to the Case Management staff.

Reasons for Change:

To clarify the process and assist the CM staff in meeting weekly performance objectives.

Definitions:

CM – Case Management

CMT – Case Management Technician

RM – Records Management

Action:

To Part 5, Case Management; item 3a, replace the existing section with the following:

- a. Division of Case Files among Case Managers. The OWA Records Manager will produce a report from CMS containing the cases to be worked by the Case Management (CM) staff (i. e., Create Report, *Pending Case Management Review* status). The report will be generated once per week (Wednesday AM) and provided to Records Management (RM) file room staff, who will pull and deliver hardcopy case files to a designated Case Management Technician (CMT) every Monday at 8 AM for assignment and distribution to CM staff. The Lead CMT will ensure that an adequate number of case files have been received from RM in order for the CM staff to meet weekly performance objectives. Cases to be initiated will be assigned and disbursed among available OWA Case Managers.